

**A RELOOK AT HUMAN RESOURCE DEVELOPMENT
PROGRAM IN THE CURRENT CRISIS OF PILOT
LEAVING
MALAYSIA AIRLINES SYSTEM**

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ABSTRACT

The study of human resource development programme in the current crisis of the increasing number of pilots leaving Malaysia Airlines Systems (MAS) is to determine the problems and factors which contribute to this issue. This study focus on the causes of why 174 pilots left MAS for other airlines since November 2004 until March 2006. The number of pilots left MAS which contributes to the exodus and shortage of the pilots since year 2004 will in no doubt, jeopardise flight safety and influence the morale among other pilots. MAS pilots are not comfortable and not satisfied with the present situation which leads to foreign airlines absorbing those talented and experienced technical crew. Several issues which were brought up by the Malaysia Airlines Pilot Association (MAPA) to MAS are still under negotiation and is still pending to be solved since 3 years ago. The approach of this study starts from analysing the human resource management which includes human resource development and compensation. There are many areas whereby improvements can be made; for instance the MAPA is seeking a comprehensive retention package so that the country's vital human capital can be retained. Without sufficient numbers of pilots, the national airline will be gravely affected in its operations. This study strongly believes that the push factors needs to be seriously addressed. The pull factors have always been there. It is the push factors that are causing our pilots to look for the pull factors. MAS cannot afford to take the risk of losing even one more pilot to other competitors.

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